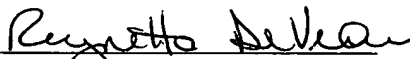


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT	Atty. Docket No. VIGN1460-1
Applicants: John C. Artz, Jr., et. al.	
Application Number 10/616,107	Filed 7/9/2003
For: System and Method of Associating Events with Requests	
Group Art Unit 2126	Confirmation Number 1669



Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313

Certification Under 37 C.F.R. §1.8
I hereby certify that this document is being deposited with the United States Postal Service as First Class Mail to Addressee in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313 on <u>9-20-04</u> .
 Reynetta DeVeau, PP, PLS, TSC


Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the art listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. A copy of the art is enclosed for the convenience of the Examiner. Furthermore, pursuant to 37 C.F.R. §§ 1.97(g) and (h), no representation is made that a search has been made or that this art is material to patentability of the present application. Applicants respectfully submit that the claims of Applicants' above-referenced patent application are patentably distinguishable from these references.

While Applicants believe no fees are due, if any fees are due, the Commissioner is hereby authorized to charge Deposit Account No. 50-3183 of Sprinkle IP Law Group.

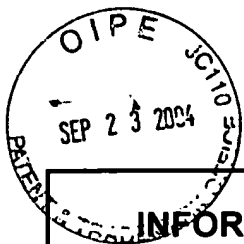
Respectfully submitted,

Sprinkle IP Law Group
Attorneys for Applicants

Dated: 9/20/04


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PTO/SB/08A (04-03)

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

Application Number	10/616,107
Filing Date	7/9/2003
First Named Inventor	John C. Artz, Jr.
Group Art Unit	2126
Examiner Name	Unknown
Attorney Docket Number	VIGN1460-1

Sheet 1

OF 1

U.S. PATENT DOCUMENTS

Examiner Initials	Cite No.	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines Where Relevant Passages or Figures Appear
		Number	Kind Code (if known)			
	A9	6,606,657	B1	8/12/2003	Zilberstein et. al.	
	A10	6,144,962		11/7/2000	Weinberg et. al.	
	A11	6,509,898	B2	1/21/2003	Chi et. al.	

FOREIGN PATENT DOCUMENTS

Examiner Initials	Cite No.	FOREIGN PATENT DOCUMENTS			Publication Date MM-DD-YYYY (Number 43)	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines Where Relevant Passages or Figures Appear
		Country Code	Number	Kind Code (if known)			

Examiner
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